COMBAT-RELATED SPECIAL COMPENSATION
Because You – the Veteran – Earned It

The Adjutant General Directorate

CRSC Ambassador and Affiliate Training Call

September 10, 2008

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Agenda

- Reminders
- Contact Verification Form & Survey
- Documentation Know How
- CH61 Payment (determined and implemented by DFAS)
- Open Discussion

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Reminders

- All claims you are assisting with should have either V3AM in the top right hand corner.
- All media outreach needs to be approved through the CRSC program office before submission.
  - Exception: standard media outreach tools
  - Media Tips & Tricks document is a good reference for working with the media
- Ashley and Christen have a temporary number: 703-325-6672
  - The old numbers will be transferred, but it could be up to a week until that is complete
  - No v-mail at the new number (above), but we are checking v-mail at the old numbers

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Contact Verification Form and Survey

- All Contact Verification Forms must be received by September 30, 2008 if you would like to continue to be an Ambassador
- Surveys are optional, but will be helpful for the program office as we work with our Ambassadors going forward
- Wow! We have already received ??? Forms and ???? Surveys
- Please contact Ashley or Christen if you would like us e-mail you another copy of the Contact Verification Form or Survey

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Documentation Know How

- One of the top reasons CRSC claims are denied is that the documentation does not show us the “HOW”
- First, talk to the veteran and get his/her story. Does what happened fit into one of the combat-related categories?
  - Simulating War, Instrumentality of War, Hazardous Service, Armed Conflict, or is it a presumptive VA disability?
- Ask if the retiree has documentation that says “Soldier was injured while jumping into a foxhole” or “Soldiers disability is from a faulty line breaking on an obstacle course”
- Remember: It can not say “Soldier states…”, or “According to the veteran…”

More Documentation Know How

- The retiree does not have the medical documentation. What else can they use?
  - Line of Duty report (LODs)
  - Telegrams sent home to the family
  - Newspaper articles about the event showing their unit was there

- Hearing:
  - Documentation sates “acoustic trauma”, “head injury during combat situation” or clearly states “exposure to mortar rounds”
  - One combat award or multiple combat tours

Gulf War Syndrome

- Gulf War Syndrome is medically unexplained chronic multi-symptom illnesses that are defined by a cluster of signs or symptoms. Chronic means it existed for at least six months
  - VA codes: 88XX-XXXX

- The following are examples of symptoms of an undiagnosed illness: chronic fatigue syndrome, fibromyalgia, skin disorders, headache, muscle pain, joint pain, neurological symptoms.

- Full list and more information visit the VA website: **http://www.warms.vba.va.gov/regs/38CFR/BOOKB/PART3/S3_317.DOC**

Chapter 61: Medical Retirement Pay Example

All payments are determined by DFAS. Any questions regarding CRSC specific pay should be directed directly to DFAS: 1800-321-1080 or www.dfas.mil

There are many factors that go into determining your CRSC payments and they are based on individual retirement date, retirement age, and years in service, dependants and more. The example provided is only to explain the calculation method.

Example E4 retired at 70% with 2 years of service :

Disability Retirement Payment	$ 839.00
Retirement pay (based on YOS)	- $ 48.00
Difference between two	$ 791.00

Example taken from DFAS website: http://www.dfas.mil/rna-news/july2008/crscandcrdpupdate.html

Chapter 61: Medical Retirement Pay Example (cont.)

- In the example given, $791.00 would be offset from any monthly CRSC entitlement computed

Disability %	CRSC Award Amount (based on veteran only)		Offset		CRSC Entitlement
10%	$117.00	-	$791.00	=	$0.00
20%	$230.00	-	$791.00	=	$0.00
30%	$356.00	-	$791.00	=	$0.00
40%	$512.00	-	$791.00	=	$0.00
50%	$728.00	-	$791.00	=	$0.00
60%	$921.00	-	$791.00	=	$48.00
70%	$1,161.00	-	$791.00	=	$48.00
80%	$1,349.00	-	$791.00	=	$48.00
90%	$1,517.00	-	$791.00	=	$48.00
100%	$2,527.00	-	$791.00	=	$48.00

Example taken from DFAS website: http://www.dfas.mil/rna-news/july2008/crscandcrdpupdate.html

CRSC payments can not exceed military retirement pay

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Open Discussion Notes

- If you have questions outside of the program guidance, you should reach out directly to that agency (e.g., DFAS for payment, VA for disability ratings, etc). The CRSC program office can point you in the right direction if you are unsure what agency should be handling your question
- DFAS has an audit request form that generates a complete audit of CRSC and/or CRDP retro pay. The estimated time of resolution when using that form is approx. 60 days
- Strictly as a CRSC Ambassador, you are not certified to request military records from the VA or MTF. Service Officers through other organizations (DAV, MOPH, etc) are accredited and may be able to assist in that area. You can also have the retiree make the request.
- Payments seem to be taking 60-90 days to process from DFAS (Ambassador observation). We are not aware of any holdups, but please contact DFAS if you have question on payments

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Open Discussion Notes (cont.)

- Post Deployment Health Assessment (PDHA) in Army Knowledge Online (AKO) could be helpful in documenting injuries/disabilities for those still serving
- Aviation, tank, and other like personnel receive specific physicals before and after deployment, which covers hearing, neck, back, etc. These can be used as documentation